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On Tap

Volume 15 Issue 5

May 2009

May is Water Awareness Month

TCWD's Open House

This was the District's third annual Open House and celebration of Water Awareness Month. Enclosed in this mailing is a pictorial essay of the events, demonstrations and exhibits that were on display. A great time was had by all!

It was our best Open House yet and attendance was outstanding; we actually ran out of hot dogs at 12:30 p.m. and had to make a quick run to the grocery store. Mark your calendar for next year's Open House! It is scheduled for the first Saturday in May (May 1, 2010). You'll be glad you did!

Water Conservation

The California Drought continues and statewide water supplies in important water reservoirs throughout the state are at critically low levels. Previous issues of ON TAP have discussed the growing impact of the drought, and the importance of everyone conserving water at every opportunity.

Since that time, the District has been advised that it must reduce its annual three year average allocation of water (which is purchased from Metropolitan Water District) by 15 % over a twelve month period

beginning July 1, 2009. Substantial price penalties will be imposed on the District for water purchased in excess of the reduced allocation. Penalty charges would be folded into future water rates. If everyone conserves, this can be avoided.

Artificial Turf

Many customers have discussed the dilemma of using less water (as requested by the District), and keeping their landscape looking nice (as requested by their respective Community Associations).

The District recognizes this is a problem when it comes to grass. Grass is one of the biggest water users in the District. At the recent Open House the District sponsored an artificial turf display. A number of artificial turf vendors were contacted and invited to provide samples of their product. Three vendors took advantage of this offer and have provided a nice variety of artificial turf samples. These samples are on display in the front courtyard of the District Administration Building. You are invited to stop by, even after hours or on the weekend, to see and touch these samples if you are considering artificial turf.

Contact information is provided for each of these respective vendors. Please un-

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derstand the District does not promote nor endorse any of the artificial turf products on display.

How much do I owe?

From time to time, Customer Service Representatives receive a call about the amount of money that a customer needs to pay. On the surface, this seems like a simple question, but a clarification might be helpful.

"How much do I owe?" is not the same as "what is my past due?"

"How much do I owe?" is everything you owe to the District for water that has been measured and unpaid to date. It includes the current bill and any past due amounts.

"What is my past due?" is only the balance due to the District that has been unpaid after the due date on the bill. This question is usually asked when a customer receives a pending shutoff notice for non-payment.

Paying only the past due does not mean the entire amount due to the District has been paid; it is only the amount that needs to be paid to avoid a non-payment shutoff.

The confusion usually happens when someone asks about and pays the "past due", only to find out later there is still a payment due to the District (the amount that wasn't "past due" at the time of the question).

New E-mail Contacts

Please contact customerservice@tcwd.

ca.gov for issues relating to billing and water delivery. Contact generalinformation@tcwd.ca.gov for general information not specific to customer service.

The Regular Board Meeting is held on the third Wednesday of each month at 7:00 p.m. at the District office located at 32003 Dove Canyon Drive, Trabuco Canyon. The public is encouraged to attend.

BOARD HIGHLIGHTS

- ☐ April 15, 2009 - Received a Status Update Relating to California Drought and Water Conservation Efforts
- ☐ Discussed Activities for Water Awareness Day
- ☐ Received a Status Report Relating to Purchasing an Emergency Generator for the Dimension Water Treatment Plant
- ☐ Received Status Updates Relating to the Baker Regional Water Treatment Plant and Rose Canyon And Lang Wells Upgrades to Treatment Facilities Projects

ON TAP is published and distributed by TCWD.

We welcome your comments, suggestions and questions. Please call or write Sharon E. Smith, Editor

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